

## Meeting Summary

Following is a summary of the issues discussed at the PermitStat meeting on February 12, 2016. Analysis provided by the Office of Performance and Data Analytics.

### CAGIS: County-Wide Construction Coordination.

- **GOAL:** Reduce the number of pavement cuts after new paving by other agencies by making sure everyone is maximizing construction coordination. . Ensure optimal coordination between departments and with outside agencies using the right-of-way

- **KPIs: Department Recommendations.**

The Department provided the following as recommendations for CWCC KPIs: A good measure would be to determine how many cuts were planned construction on restricted streets. We should only include ones over 600 sf (or can look into another appropriate number) since cuts smaller than 600 s.f. are usually the results of new customers, maintenance etc and not part of a project that is planned years in advanced. Example:

KPIs	Number of Cuts
CDTPCWE (WW Capital Project) cuts: over 600 sq. ft	
CDTPDUKE cuts: over 600 sq. ft	
CDTPDUKG	
CDTSMU: cuts over 600 sq. ft	

- **Follow-ups. Ensuring** optimal coordination between departments and with outside agencies using the right-of-way is critical to the sustainability and success of the 2016 Street Rehabilitation CAP Program.
  - **ICC Meeting Update.** The department has begun regularly holding Infrastructure Coordination Committee (ICC) Planning & Design meetings. The last meeting was held on January 11, 2016. The next ICC Meeting is tentatively scheduled for March.



The stated membership and meeting objectives (right) outline the outcomes associated with ICC meetings. The following excerpts are from the ICC meeting minutes and agenda.

### **STATED COMMITTEE MEMBERSHIP & OBJECTIVES:**

- **MEMBERSHIP:** 1 representative from each Utility & one from each City Agency responsible for work in the right-of-way.
- **OBJECTIVES:**
  - Improve Communications between all agencies that use public streets;
  - Coordinate all infrastructure improvement & maintenance projects;
  - Improve project safety;
  - Minimize impact on the traveling public and citizens;
  - Improve street permitting regulations & procedures

- **Drafted Letter to Duke Energy.** The Department was charged with drafting a letter to be sent to Duke Energy from the City Manager. This letter should explain the premise of CWCC, and list concrete examples of coordination, and how this coordination opportunity benefitted both parties.

**The Department has drafted this letter (included in appendix), and is prepared to provide an update regarding its submission to the City Manager.**

- **CWCC: Project Examples.** The following examples were provided by the Department to show how construction coordination works. There are three different examples: attempted coordination; successful coordination; and failed coordination.

#### **II. PROJECTS TO START CONSTRUCTION NEXT 6 MONTHS**

- A. AC Hotel Freedom/Nuxhall Way (U.C.)
- B. 4th & Race (Old Pogue's Garage)
- C. Banks Garage-NEC Mehring & Elm (U.C.)
- D. 8th & Sycamore Garage & Overbuild (U.C.)
- E. Holiday Inn (7th & Broadway) (U.C.)
- F. ODOT Lytle Tunnel Project (4th & Pike St) (U.C.)
- G. Western & Southern Hotel (Pike St)
- H. YMCA Renovation (Central Parkway & Elm) (U.C.)
- I. ODOT Duck Creek Rd Extension (Red Bank to Madison) - Construction likely to start Late Fall
- J. Martin Luther King Jr. Dr - Central Parkway to Clifton Av (Widening)

#### **III. UTILITY & CITY AGENCY CONTACT LIST**

List has been updated. Please Review.

#### **IV. PROJECTS & COORDINATION**

##### **A. Coordination Conflict Tracking Report/Construction Coordination**

- i. Please update the dates in the system as project dates change.
- ii. Please update email addresses of project managers if they change.

##### **B. Construction Coordination Training**

- i. Cincinnati Bell to meet with James Stanforth for Training
- ii. Duke Energy has a new 10 year Accelerated Service Replacement Program (ASRP)
- iii. James Stanforth will contact Duke Energy (Dan Schuler) for entering in new ASRP Locations

## SUCCESSFUL COORDINATION

DOTe notices MSD on street rehab where they will be paving in less than 2 weeks

**August 6, 2015**  
DOTe contacts MSD in regards of Permit Work in Bond Hill- Carolina and Avonlea Ave. DOTE requests information on when the MSD crew will be done and informs that they will begin paving surface asphalt on 17 August 2015 so MSD needs to be done before then.

**August 6, 2015**  
MSD responds saying that they were trying to make all necessary repairs RoW before final pavement.

DOTe notices MSD is still on Carolina and Avonlea Ave.

**August 13, 2015**  
DOTe e-mails MSD stating once again that Barrett Paving will begin placing the asphalt surface on the following Monday and that all repairs must be complete and restored by then

**August 13, 2015**  
MSD informs DOTE that they are done on Carolina Ave and are in the final push to get done on Avonlea. MSD says they are in contact with the paving contractor and will make sure not to affect the paving schedule.

## ATTEMPTED COORDINATION

**June 22, 2015**  
The intersection of Matlock and Regent was posted in CWCC. Street rehabilitation work to begin on April 6<sup>th</sup>– September 2<sup>nd</sup>, 2015

CWCC system back on January 15<sup>th</sup>; no record from MSD for a repair

**October 1, 2015**  
DOTe contacts MSD with pictures from that morning at the intersections of Matlock Ave and Regent Ave. They inform MSD that Matlock was paved (surface) on **August 20, 2015** and that MSD's contractor was notified numerous times of the CIP schedule to avoid conflict or this situation. DOTE claims that the foreman said there are more repairs in the area on other streets that were just paved and that the CIP #1 punch list hasn't even been completed.

**October 1, 2015**  
MSD asks their staff to look into the issue and make sure they they grind and pave around the area they disturbed and also pay a restricted street fee.

**October 2, 2015**  
MSD states that the job was not a planned repair. One of their flush trucks got their jet head stuck up in a lateral and they had to excavate and retrieve it. MSD claims they have other work in the Bond Hill area but they should all be clean out installs and lateral lining jobs outside of the pavement. We do have a program to TV sewers and identify & complete repairs prior to paving projects. They claim to make every effort to get scheduled work in these areas done prior to the paving work and avoid excavating through restricted streets but these things can & do happen. They say that in those situations they will do whatever is necessary within reason to return the pavement to its original condition and pay whatever fee is appropriate

## FAILED COORDINATION

Madison Road from Woodburn Avenue to Torrence Parkway in O'Bryonville (East Walnut Hills/Evanston) was selected for rehabilitation in 2011. It was awarded Ohio Public Works Commission funding in December of 2011.

Rehabilitation work was to begin in the spring of 2012.

Duke Energy was in the midst of their 10 year Service Main Replacement Program (2005-2015). Coordination had been performed by exchanging lists of streets via email. The County Wide Construction Coordination program was in its infancy in 2010 and Duke was slowly beginning to use the system.

CWCC was checked and found no conflicts with any utility work this section of Madison Road. The rehabilitation project was sent to purchasing and constructed in 2012. Final placement of asphalt was **12/1/2012**.

Duke Energy began their work in March, and because of the resurfacing attempted to jack and bore the services, instead of open cutting the roadway. This proved to be too difficult, so Duke needed to open cut the street to adequately perform the work.

Duke paid the restricted street fees, but the discussion of restoration of the roadway continued for 2 years. In 2015 Duke agreed to resurface the entire width of Madison Road from Elmhurst Avenue to Torrence Parkway.

### Street Rehab: Paving & Cap.

- **GOAL:** Improve the overall quality of streets. Increase the number of lane miles in excellent, very good, or good condition.

Monitor street paving costs to ensure that Department is able to complete promised number of lane miles & increase overall PCI of City streets while not exceeding \$176,000 estimated cost per lane mile.

- **KPIs:**

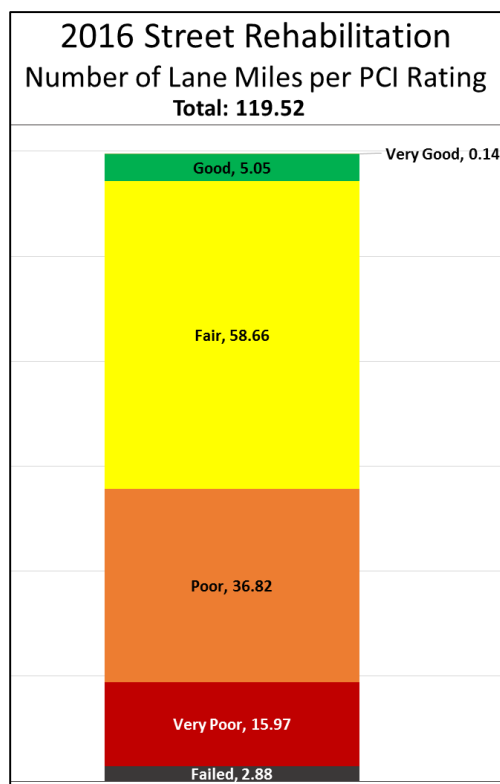
KPI Metric	Target	Baseline: 2016
<b>PCI Rating</b>	Increase % of lane miles to excellent, very good, or good PCI rating.	<i>Still estimating baseline: Pavement Contractor</i>
<b>2016 CAP Contracts: Cost per lane mile</b>	Maintain \$176,000 per lane mile cost.	<i>Still bidding contracts: RFP process</i>

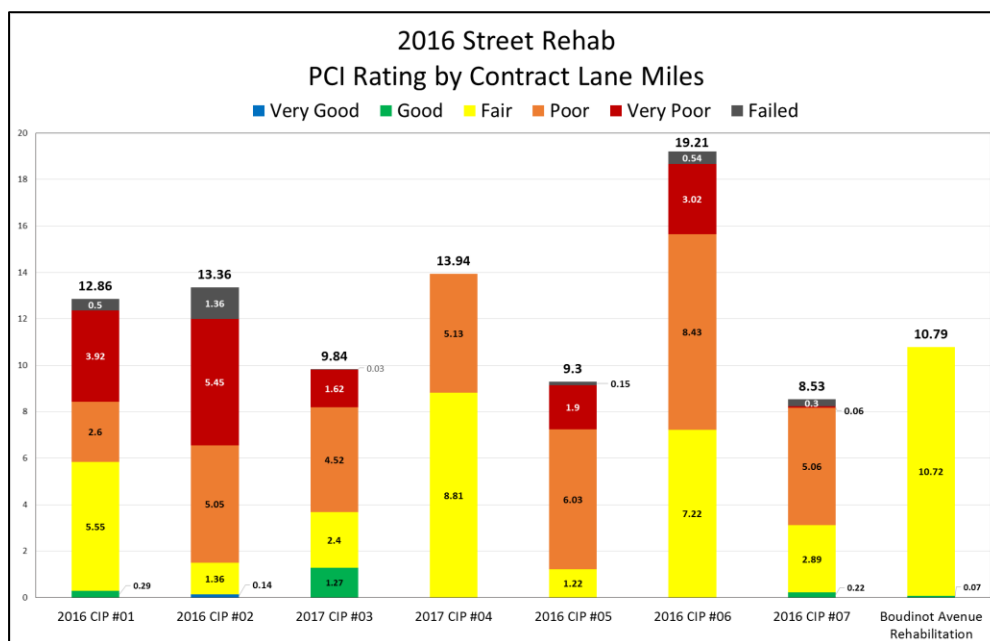
- **Follow-ups:**

- **Lane Miles Planned: Street Rehab 2016.** The following chart shows the number of lane miles per PCI rating category that the Department plans on repaving as part of the 2016 Street Rehabilitation Program.

**Note: at the end of the year, if all lane miles are repaved, all will have a new PCI rating of “Excellent.”**

The next chart shows the PCI rating of the lane miles bid out for each 2016 street rehabilitation contract.





- **Updates: RFP Contract Bid.** The Department is prepared to provide an update on the current RPF bid for the next CAP street rehabilitation contract.



Street Rehab: Preventative Maintenance

- **GOAL:** Improve the overall quality of streets. Increase the number of lane miles in excellent, very good, or good condition by preserving streets through strategic, proactive preventative maintenance work.
- **Update from Pavement Assessment Contractor.** The Department has a contract with a consultant who is currently putting together preventative maintenance recommendations based on an updated PCI assessment conducted during the fall. As soon as available, the Department will provide these recommendations to the panel so that they can be incorporated into aw has been reviewing the Department's maintenance contract with Duke Energy to determine whether the maintenance fee charged by Duke is within the scope of the contract, and complies with the payment requirements.

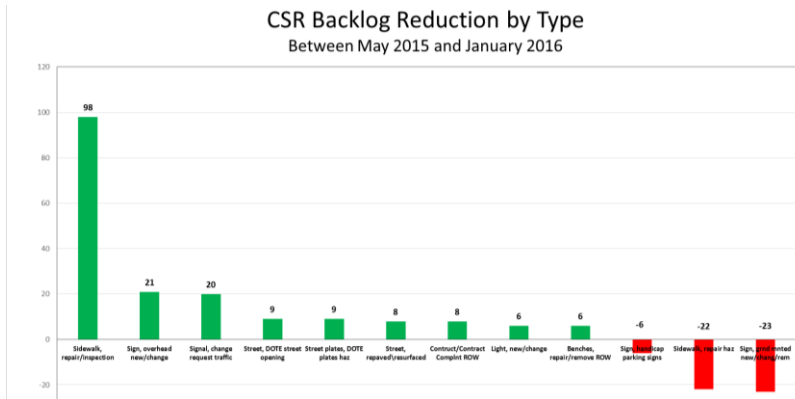
Streetlights.

- **GOAL:** Optimize customer service through street lighting while managing streetlight energy, management, and maintenance costs.
- **Update from Law.** Law has been reviewing the Department's maintenance contract with Duke Energy to determine whether the maintenance fee charged by Duke is within the scope of the contract, and complies with the payment requirements.

## Customer Service Requests

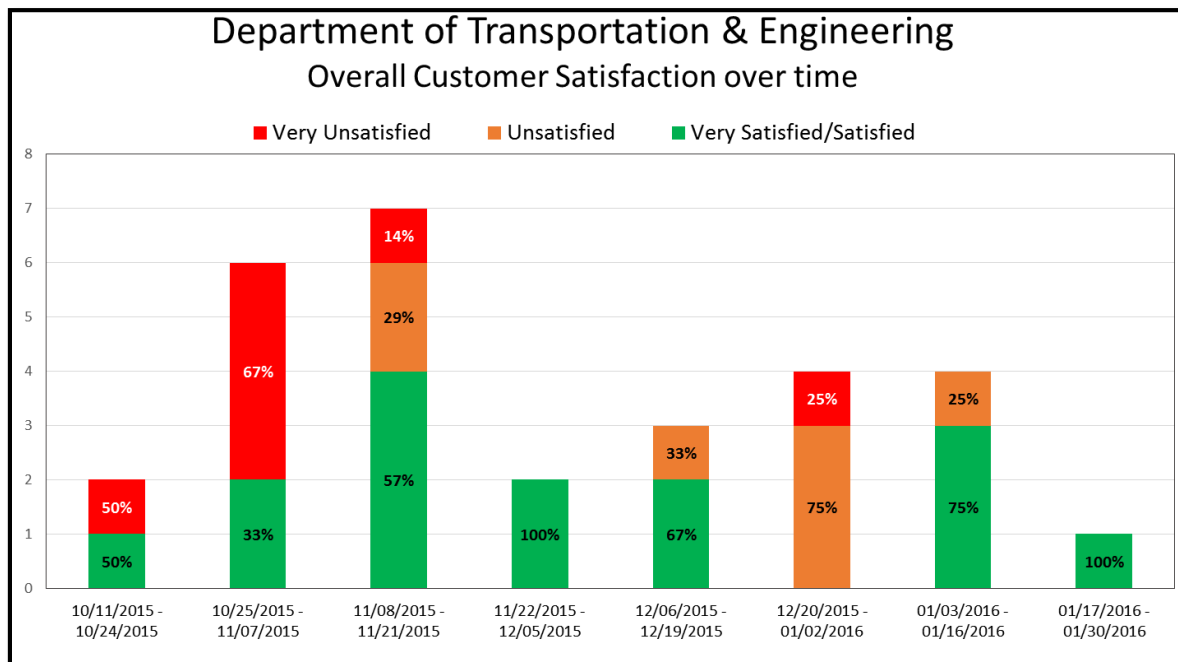
- **GOAL:** Increase quality of customer service by providing quality work in a timely, responsive manner.

- **KPIs:**



- **Questions & Follow-ups:**

- **CSR Survey Data.** Now that the customer service request survey has gone live, the Department is able to review customer feedback, and is expected to identify process issues associated with negative customer responses. The first chart shows overall customer satisfaction (for the entire department) over time, since the CSR survey went live.





The next chart shows the breakdown of customer responses to the question, **“Was the Issue Resolved?”** This is broken down by CSR category type.

CSR Type	No	Yes	Total	% Yes
Light, new/change	1	5	6	83.3%
Sign, grnd mnted new/chang/rem	4	2	6	33.3%
Sidewalk, repair haz	4	1	5	20.0%
Speed humps, new	2		2	0.0%
Street plates, DOTE plates haz		2	2	100.0%
Contractor, complaint	2		2	0.0%
Benches, repair/remove ROW		1	1	100.0%
Street, repaved\resurfaced	1		1	0.0%
Misc traffc study cnt/accident	1		1	0.0%
Contract/Contract Complnt ROW		1	1	100.0%
Utility repairs, DOTE	1		1	0.0%
Signal, change request traffic	1		1	0.0%
Bicyclist Incident Report	1		1	0.0%

Categories with a “yes” response rate higher than 70% are highlighted green. Response rates that are less than 70% (and account for a significant number of customer responses) are highlighted yellow.

The next chart shows individual customer feedback samples. Each response has a likely process issue associated.



**Customer Survey Feedback: Sample & Process Issues**

Date Closed	Request Type	Customer Feedback	Process
01/07/2016	Sign, grnd mnted new/chang/rem	I've gotten two separate phone calls from Paul, explaining that the work order was out in, and how soon the work will get done. I was extremely impressed by his attentiveness to the situation. Very much appreciated!	
12/01/2015	Light, new/change	I appreciated the quick feedback about who would handle my question (Duke Energy) and who to contact at the city if it was not addressed. The issue was fixed in just a couple of days. I am proud to recommend this application to others, and glad to report this is how my city responds to questions and concerns!	Transfer to Duke
01/07/2016	Sidewalk, repair haz	The follow up was outstanding and while the initial fix seemed a temporary work around it was done quickly	Closed before complete repair
11/04/2015	Sidewalk, repair haz	The work has NOT been completed. There are 5-7 blocks that need to be replaced. I actually fell due to the sidewalks. There are approx. 30 sidewalk blocks that need repair on Cornado Ave. that I called on 8 months ago that need repair. I also received an email stating that the homeowners was mailed a letter but NOTHING has been fixed. It's a hazard and someone is going to fall. I spoke to Gary Reiser about the problems on Coronado and he said they are very busy. Send a crew out to do the repairs and bill the homeowners, addresses on Coronado are 1024, 1030, 1032, 1034, 1074, 1116, 1180, 1186, 1206. Please send someone out to do the repairs!!!!	Closed before repairs completed
01/06/2016	Sidewalk, repair haz	It appears that the issue is in the process of being resolved. It has two orange cones sitting on top of it. Still unlocked.	Closed before repairs completed
11/03/2015	Sidewalk, repair haz	Work is in progress. It appears that there is much effort to retain some of the existing sidewalk, creating an undesirable patchwork of concrete, but I will reserve judgment until work is complete. It is nice, however, to have a sidewalk at this location that is safer and less of a detraction to the neighborhood.	Closed before repairs completed
11/19/2015	Light, new/change	After my email request on 10/15 I heard from Johnson Hill within in a few days saying he had to call Duke & he'd get back to me as soon as he heard from them. When I didn't hear after a 2+ weeks I called Mr. Hill again. He said he had contacted Duke but would call them again. Duke said they had put out the work order & didn't know why the job hadn't been done but would check on it. The light was then installed the next day! I'm not blaming Mr. Hill at all--he was very nice & made the call right away; it's just a shame that every one has to follow up on every call, request, etc. According to drawings there was always supposed to be a street light at Golden & Delta. To my knowledge there hasn't been one in years. Who slipped up on that?!	Transfer to Duke

BudgetStat.

- **Summary by Fund & Agency.**

FUND	DEPT	CURRENT BUDGET	PRI YR EXPENDED	ESTIMATED AMOUNT	EXPENDED	VARIANCE
050	231	696,880.00	361,825.06	330,392.25	320,983.93	9,408.32
302	231	657,690.00	310,933.16	308,058.86	302,387.83	5,671.03
759	231	52,190.00	.00	24,302.45	.00	24,302.45
050	232	1,547,460.00	11,728.94	772,859.19	345,510.95	427,348.24
302	232	217,590.00	36,763.50	101,992.95	48,242.07	53,750.88
759	232	155,530.00	13,271.17	76,271.13	13,664.60	62,606.53
050	233	278,520.00	196,684.27	131,032.36	119,584.30	11,448.06
302	233	2,299,570.00	764,585.97	1,088,547.30	970,890.75	117,656.55
104	234	1,791,140.00	735,989.99	861,773.86	703,784.95	157,988.91
050	239	2,549,200.00	1,939,127.72	1,272,050.55	1,174,770.14	97,280.41
302	239	1,988,970.00	755,149.52	935,339.87	792,661.85	142,678.02
<b>TOTAL</b>		<b>12,234,740.00</b>	<b>5,126,059.30</b>	<b>5,902,620.77</b>	<b>4,792,481.37</b>	<b>1,110,139.40</b>

- **Potential Issues.**

- **Current need: \$35,000 for gas streetlight maintenance contract**
  - The Department will seek to absorb this need within its current appropriation; however, this could result in the need for an additional appropriation in FY17.
- **Ongoing:** Maintenance costs associated with sale of electric streetlights to Duke Energy
  - Higher than previous anticipated. The Department is currently working with Law & Duke Energy to resolve this issue.